



# TOTAL CONTACTS WITH HELPDESK SOLUTION

Version 7.2026.0.4260 (beta)

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## Notes:

1. Version 7 does not integrate with any external contact manager. Version 7 is designed with an internal customizable contacts database, referenced as Stand Alone.
2. Server 2019 and older, Windows 10 and older, are no longer supported on a technical level. You are welcome to continue to use these operating systems, however, if you have any technical issues, support may not be available.
3. Total Support HelpDesk version 5.2019 can still integrate with Act! PREM (non-web hosted database). Last version of Act! tested was Act! v24. Users still using this version of Total Support HelpDesk will receive technical assistance as available with active support only contract. However, no further software updates.
4. If upgrading from version 5.2019 there is no **supported** option for data upgrade. We can provide an older version of the data upgrade program with instructions at no cost and delivered as-is. NO SUPPORT regardless of active maintenance support contract.

## NEW FEATURES:

- Opportunities: Track leads from quotes to completed sales. All linked to the contact inquiry.
- Inquiry Visual Notification for unopened inquiry by owner. And, flagged inquiries.

## OPEN ISSUES:

- KI 10046: Field lengths need to be enforced for Email Subject line.
- KI 10063: Inquiry Relink needs to update the company name on the open inquiry.
- KI 10074: Workflow does not send out emails as scheduled
- KI 10083: Email notify when referring inquiry.
- KI 10128: Email attachments are removed if you suspend the email.

## NEW DEVELOPMENT:

- KI 10122: Act! Contact manager link. Add-on purchase

## ENHANCEMENTS in review:

- KI 10015: New Inquiry results grid display sort option
- KI 10040: Config > Category/Product sort option
- KI 10046: Enforce field lengths
- KI 10047: Simplify security rights
- KI 10098: iFORMS to auto-populate contact data from new in-bound email
- KI 10120: Add system alerts to the inquiry queue
- KI 10126: Email Templates, add alpha/numeric sort option